

ANNOUNCEMENT

In preparation for the August 1st Go-Live for the Waiver Management System (WaMS), DBHDS will close down access to the current IDOLS system and DD Waiver authorizations on July 24th at midnight. This will allow FEi Systems to transition all data in IDOLS and DD Oracle over to WaMS. WaMS will be accessible August 1st. ID/DD support coordinators/case managers will NOT be able to submit any additional plans of care or ISARs as of July 24th midnight. There will be a transition time provided beginning August 1st through October 1st during which time the support coordinators/case managers will be able to enter any authorization requests received after July 24th. Provided information is approved and adequate, service authorizations will be approved back to the date being requested not to be prior to July 24th.

If you have questions please call 804-663-7290 (the DD waiver help line) and leave a message and an analyst will return your call.

Questions about WaMS:

The Waiver Management System (WaMS) HELPDESK is available for CSBs and Providers to create their Admin Accounts!

Please see instructions below:

Setup Agency Administrator:

- For the initial administrator account for a CSB and/or private provider, please call the WaMS helpdesk at 844-4-VA-WaMS (844-482-9267). The WaMS helpdesk will help you register and will supply you with the login credentials.
- Once an organization has an initial administrator account created, **the organization administrator can log into WaMS (www.wamsvirginia.org) and create accounts for their organization staff** by following the instructions in the Announcements section of the home page.

General Assistance and Questions:

The WaMS helpdesk is available to assist users with logon and functionality. If you have questions, call 844-4VA-WaMS (844-482-9267)

